



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Senior Communications Dispatcher
Class Code Number	6130

General Statement of Duties

Provides lead supervision and training to lower level communications dispatch staff; receives 9-1-1 system police, fire, medical emergency, and non-emergency calls from the public and dispatches police, fire, and medical personnel following prescribed procedures; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to receive and dispatch calls from the public for emergency and non-emergency services. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Communications Dispatcher by additional training and lead worker duties. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

Provides lead direction to employees in the class of Communications Dispatcher, including solving problems as they arise and receiving complaints; trains and evaluates subordinate employees, including providing department orientation to new Dispatchers and explaining policies and procedures of equipment and staff; receives emergency service calls from the public, including determining nature and location of emergency and prioritizing calls for service prior to dispatching emergency units; provides the full range of radio and telephone operational duties in a 24 hour facility, including working weekends, holidays, and rotating shifts as assigned; provides emergency medical instructions to callers, including CPR and childbirth instructions; dispatches emergency units in accordance with established procedures

and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit; maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls; enters a variety of records into CLETS database, including stolen vehicles, guns and property, and warranted or missing persons; copies and provides dispatch tapes to interested parties upon request; contacts public and private agencies, and requests mutual assistance from other law enforcement agencies, hospitals, towing services, and utilities; runs warrants checks on subjects, registrations, checks on vehicles and property, and relays information and instructions to personnel in the field; performs additional supervisory duties in the absence of the Communications Manager; keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems; attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas; responds to questions and comments from the public in a courteous and timely manner; communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities; performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

Knowledge of: Penal and Vehicle Codes and regulations; standard EMD protocols; and geography of the City of Eureka.

Ability to: Sit for extended periods of time as required; maintain professionalism in radio transmissions and public relations during emergency and difficult situations; efficiently operate all required public safety telecommunications equipment; type at a speed which allows for successful job performance; demonstrate multi-task orientation and prioritization; effectively train and supervise the work of others in a professional manner; work independently with minimal supervision; be flexible in training different people with a variety of learning and socioeconomic backgrounds; exercise sound, independent judgement; speak clearly and concisely; communicate effectively with others, both orally and in writing, using both technical and non-technical language; understand and follow oral and/or written policies, procedures, and instructions; prepare and present accurate and reliable reports containing findings and recommendations; operate a personal computer using standard or customized software applications appropriate to assigned tasks; use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions; perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines; quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED;
- One to three years experience as a Communications Dispatcher, using a computer aided dispatch system (experience with HTE CAD 400 preferred);
- AS400 experience;
- Motorola Centracom Gold Elite experience;

- Mororola Centralink 2000 9-1-1 experience;
- HTE Crimes and/or Fires experience.

Required Special Qualifications
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- At least one year supervisory experience or two years experience as a training dispatcher;
- Successful completion of POST Communications Training Officer course;
- May require a valid Class C California State Driver's license;
- Post Public Safety Dispatcher Certificate;
- CPR Certification;
- Medical Priority Emergency Medical Dispatcher Certification;
- CLETS trainer.

Essential Physical Abilities

Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively; sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form; sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment; sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position; sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.